

LINDA LINGLE
GOVERNOR



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STATE OF HAWAII
DEPARTMENT OF ACCOUNTING
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ICSD 11.0007

July 30, 2010

COMPTROLLER'S MEMORANDUM NO. 2010-24

TO: All Department Heads

FROM: Russ K. Saito
State Comptroller

A handwritten signature in cursive script, reading "Russ K. Saito".

SUBJECT: Telephone Directory Changes Due to Automated Call Routing

Since February 2010, the Governor's Office of Constituent Services has been answering calls that were once handled by the Department of Accounting and General Services (DAGS), Information and Communication Services Division (ICSD) telephone operators. The DAGS ICSD operator positions were eliminated in the 2009 reduction-in-force, and calls that were answered by these operators are now being fielded by the Constituent Services staff.

The Office of Constituent Services is no longer capable of performing this function, and we are implementing an Automated Information Services (AIS) arrangement to handle calls. With the AIS, callers seeking operator assistance will be directed to the department of their choosing. We request that each department provide us with a single number to which the AIS can route these calls. The departmental person who answers these calls will effectively be the departmental operator. Departments may choose to obtain their own AIS (there is a cost), which will allow for a more granular distribution of calls throughout their department.

Changes need to be made to the upcoming Hawaiian Telcom directory before August 6, 2010. This will entail having departments identify a "main" number, which the department can utilize to receive calls to the department or calls rerouted from an AIS.

If you have any questions, please call Debra Gagne, ICSD Administrator, at 586-1910.